

Safety Attribute Inspection (SAI) Data Collection Tool
3.1.1 Passenger Handling (OP)
Revision#:3 Revision Date:09/15/2009

ELEMENT SUMMARY INFORMATION

Scope of Element:

Purpose (operator's responsibility): To provide a safe environment during passenger handling operations.

Objective (FAA oversight responsibility): To determine if the operator's Passenger Handling process:

- Meets all applicable requirements of Title 14 of the Code of the Federal Regulations (14 CFR) and FAA policies,
- Incorporates the safety attributes,
- Identifies any shortfalls in the operator's Passenger Handling process.

Specific Instructions:

This element is applicable to all passenger carrying operations with or without flight attendants.

SUPPLEMENTAL INFORMATION

Regulatory Requirements:

121.135, Manual contents
121.311, Seats, safety belts, and shoulder harnesses.
121.317, Passenger information requirements, smoking prohibitions, and additional seat belt requirements.
121.574, Oxygen for medical use by passengers.
121.575, Alcoholic beverages.
121.580, Prohibition on interference with crewmembers.
121.586, Authority to refuse transportation.
SFAR 106.3, SFAR 106

Related CFRs & FAA Policy/Guidance:

Related CFRs:

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FAA Policy/Guidance:

FAA Order 8900.1, Volume 3, Chapter 23, Section 4
FAA Order 8900.1, Volume 3, Chapter 23, Section 5
FAA Order 8900.1, Volume 3, Chapter 23, Section 6
FAA Order 8900.1, Volume 3, Chapter 33, Section 4
FAA Order 8900.1, Volume 3, Chapter 33, Section 6
FAA Order 8900.1, Volume 14, Chapter 2, Section 1
AC 91-62A, Use of Child Seats In Aircraft
AC 120-87A, Use of Child Restraint Systems on Aircraft
AC 121-35, Management of Passengers During Ground Operations Without Cabin Ventilation
AC 121-36, Management of Passengers who may be Sensitive to Allergens

SAI SECTION 1 - PROCEDURES ATTRIBUTE**Objective:**

The questions in this section of the SAI will help verify that the operator's documented procedures identify who, what, when, where, and how those procedures are accomplished. These procedures must allow all personnel to perform their duties and responsibilities with a high degree of safety.

14 CFR part 121.135(a)(1)

Tasks

	The inspector shall accomplish the following tasks:
1	Review the information in the Supplemental Information section of this SAI.
2	Review the duties and responsibilities for management and other personnel who accomplish the processes associated with this element.
3	Review the documentation of the processes associated with this element.

Questions

1.1	<p>Do procedures prohibit a person from drinking an alcoholic beverage onboard an aircraft unless the operator has served that beverage to him/her?</p> <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.575(a) Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2	<p>Do procedures prohibit serving an alcoholic beverage to:</p> <ul style="list-style-type: none"> • A Person who appears to be intoxicated, • A Person who is escorting or being escorted in accordance with 49 CFR part 1544.221, and • A Person who has a deadly or dangerous weapon accessible to him while aboard the aircraft? <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.575(b)(1); 121.575(b)(2); 121.575(b)(3) Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.3	<p>Do the procedures require the operator to prohibit a person who appears to be intoxicated from boarding an aircraft?</p> <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.575(c) Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.4	<p>Do procedures require the operator to report the following to the Administrator within five days after an incident:</p> <ul style="list-style-type: none"> • The refusal of a person to comply with 14 CFR part 121.575(a), and • Any disturbance caused by a person who appears to be intoxicated onboard an aircraft? 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.575(d) Kind Of Question: Flag, Supplemental, Domestic</p>	
1.5	<p>Do procedures that provide for the carriage of passengers who may need the assistance of another person to move quickly to an exit in the event of an emergency, meet the requirements per 14 CFR part 121.586?</p> <p>Note(s): <i>Procedures should also include the requirement to provide reasonable notice.</i></p> <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.586(a); 121.586(b); 121.586(c); 121.586(d) Kind Of Question: Flag, Supplemental, Domestic</p> <p>Related Design JTIs:</p> <ol style="list-style-type: none"> 1. The operator's process informs or instructs personnel to make available to the public, at each airport it serves, a copy of each procedure it establishes in regards to its authority to refuse transportation to a passenger needing assistance. (JTI ID: 299) <i>Sources:</i> 121.135(a)(1); 121.586(d) 2. The operator's process informs or instructs personnel that they may not refuse transportation to a passenger on the basis that, because the passenger may need the assistance of another person to move expeditiously to an exit in the event of an emergency, their transportation would or might be harmful to safety of flight, unless the operator has established procedures (including reasonable notice requirements) for the carriage of passengers who may need the assistance of another person to move expeditiously to an exit in the event of an emergency; and at least one of the following conditions exist: 1) The passenger fails to comply with the notice requirements in the certificate holder's procedures; or 2) The passenger cannot be carried in accordance with the operator's procedures. (JTI ID: 301) <i>Sources:</i> 121.135(a)(1); 121.586(a)(1); 121.586(a)(2)(i); 121.586(a)(2)(ii) 3. The operator's process has information and instructions to provide the certificate-holding district office with a copy of each procedure it establishes regarding its authority to refuse transportation to a passenger needing assistance. And that whenever the Administrator finds that revisions in the procedures in its authority to refuse transportation are necessary in the interest of safety or in the public interest, the operator, after notification by the Administrator, shall make those revisions in its procedures. Within 30 days after the operator receives such notice, it may file a petition to reconsider the notice with the certificate-holding district office. The filing of a petition to reconsider stays the notice pending a decision by the Administrator. However, if the Administrator finds that there is an emergency that requires immediate action in the interest of safety in air commerce, he may, upon a statement of the reasons, require a change effective without stay. (JTI ID: 323) <i>Sources:</i> 121.135(a)(1); 121.586(b); 121.586(c); 121.586(d) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.6	<p>If the aircraft is equipped with lighted "Fasten Seat Belt" signs, do procedures ensure that these signs will be turned on during any movement on the surface, takeoff, landing, and any other time considered necessary by the pilot in</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

	<p>command (PIC)?</p> <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.317(b) Kind Of Question: Flag, Supplemental, Domestic</p>	
1.7	<p>For operations in which smoking is permitted, do procedures ensure that the "No Smoking" sign must be turned on during any movement on the surface, takeoff, landing, and any other time considered necessary by the PIC?</p> <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.317(j) Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.8	<p>For non-smoking flights, do procedures ensure that the "No-Smoking" signs are lighted or "No-Smoking" placard(s) are posted during the entire flight?</p> <p>Note(s): <i>If both the lighted "No-Smoking" signs and placards are used, the signs must remain lighted during the entire flight.</i></p> <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.317(c) Kind Of Question: Flag, Supplemental, Domestic</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> The operator's process informs or instructs personnel that on non-smoking flights: 1) Either the "No-Smoking" passenger information signs are to be lighted or one or more "No-Smoking" placards are to be posted during the entire flight; and, 2) If both the lighted "No-Smoking" signs and the placards are used, the signs must remain lighted during the entire flight segment. (JTI ID: 86) <i>Sources:</i> 121.135(a)(1); 121.317(c) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.9	<p>Do procedures ensure at least one legible sign or placard that reads "Fasten Seat Belt While Seated" is visible from each passenger seat during passenger-carrying operations?</p> <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.317(d) Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.10	<p>Do procedures ensure that the proper sign or placard is located in each lavatory?</p> <p>Note(s): <i>The sign or placard must read: "Federal law provides for a penalty of up to \$2,000 for tampering with the smoke detector installed in this lavatory."</i></p> <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.317(e) Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.11	<p>Do procedures specify that each passenger who occupies a seat or berth has his or her safety belt fastened and keeps it fastened while the Fasten Seat Belt sign is lighted?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.317(f) Kind Of Question: Flag, Supplemental, Domestic</p>	
1.12	<p>Do procedures specify that:</p> <ul style="list-style-type: none"> No person may smoke in any airplane lavatory, and No person may tamper with, disable, or destroy any smoke detector installed in an airplane lavatory? <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.317(h); 121.317(i) Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.13	<p>Do procedures specify that each passenger must comply with instructions given to them by a crewmember regarding:</p> <ul style="list-style-type: none"> Fastening their seat belt while the "Fasten Seat Belt" sign is lighted, No smoking while the "No Smoking" sign is lighted or "No Smoking" placards are posted, and No smoking in the airplane lavatory? <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.317(f); 121.317(g); 121.317(h); 121.317(k) Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.14	<p>When operating a nontransport category airplane type certificated after December 31, 1964, and manufactured before December 20, 1997, do procedures required a crewmember to orally instruct people to fasten their seat belts during the following times:</p> <ul style="list-style-type: none"> Movement on the surface, Each takeoff, Each landing, and At any other time considered necessary by the PIC? <p>Note(s): <i>The airplane must be equipped with at least one "Fasten Seat Belt" placard legible to each person seated in the cabin.</i></p> <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.317(l) Kind Of Question: Flag, Supplemental, Domestic</p> <p>Related Design JTIs:</p> <ol style="list-style-type: none"> The operator's process informs or instructs personnel that, on non-transport category airplanes manufactured before December 20, 1997 and type certificated after December 31, 1964, the airplane must be equipped with a least one "fasten seat belt" placard legible to each person seated in the cabin and a crewmember must orally instruct the passengers to fasten their seatbelts: 1) During movement on the surface; 2) For each takeoff and each landing; and 3) At any other time considered necessary by the pilot in command. (JTI ID: 108) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

	<i>Sources:</i> 121.135(a)(1); 121.317(l)	
1.15	<p>If applicable, do procedures allow a passenger to carry and operate equipment that is furnished by the operator for the storage, generation, or dispensing of oxygen in accordance with 14 CFR part 121.574?</p> <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.574(a)(1)(i); 121.574(a)(1)(ii); 121.574(a)(1)(iii); 121.574(a)(1)(iv); 121.574(a)(1)(v); 121.574(a)(1)(vi); 121.574(a)(1)(vii); 121.574(a)(2); 121.574(a)(3)(i); 121.574(a)(3)(ii); 121.574(a)(4); 121.574(a)(5); 121.574(a)(6); 121.574(a)(7) Kind Of Question: Flag, Supplemental, Domestic</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> The operator's process informs or instructs personnel to appropriately secure medical oxygen equipment; and that the medical oxygen equipment is to be stowed, and each person using the equipment is seated, so as not to restrict access to or use of any required emergency exit, regular exit or of the aisle in the passenger compartment. (JTI ID: 252) <i>Sources:</i> 121.135(a)(1); 121.574(a)(1)(vii); 121.574(a)(7) The operator's process informs or instructs personnel that, when oxygen is stored in the form of a compressed gas, the pressure in any oxygen cylinder may not exceed the rated cylinder pressure. (JTI ID: 257) <i>Sources:</i> 121.135(a)(1); 121.574(a)(3)(ii) The operator's process informs or instructs personnel that: 1) Each person using medical oxygen must have a medical need to use it evidenced by a written statement to be kept in that person's possession, signed by a licensed physician which specifies the maximum quantity of oxygen needed each hour; 2) The maximum flow rate needed for the pressure altitude corresponding to the pressure in the cabin of the airplane under normal operating conditions; and, 3) The total quantity of oxygen carried is to be equal to the maximum quantity of oxygen needed each hour, as specified in the physician's statement, multiplied by the number of hours used to compute the amount of airplane fuel required by this part. (JTI ID: 258) <i>Sources:</i> 121.135(a)(1); 121.574(a)(4); 121.574(a)(5); Reservations are a part of the interface for this element The operator's process informs or instructs personnel to advise the pilot-in-command when oxygen equipment is on board, and when it is intended to be used. (JTI ID: 260) <i>Sources:</i> 121.135(a)(1); 121.574(a)(6) The operator's process informs or instructs personnel that no person is allowed to smoke within 10 feet of oxygen storage and dispensing equipment carried onboard for passenger medical use. (JTI ID: 262) <i>Sources:</i> 121.135(a)(1); 121.574(b) The operator's process informs or instructs personnel that no person is allowed to connect or disconnect oxygen dispensing equipment to or from a gaseous oxygen cylinder while any passenger is onboard the airplane? (JTI ID: 336) <i>Sources:</i> 121.574(c) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.16	If the operator permits the use of portable oxygen concentrators aboard the	<input type="checkbox"/> Yes

	<p>aircraft, do procedures meet the requirements of SFAR 106?</p> <p>Updated: Rev # 3 on 09/15/2009 SRRs: SFAR 106.3(a)(1); SFAR 106.3(a)(2); SFAR 106.3(a)(3)(i); SFAR 106.3(a)(3)(ii); SFAR 106.3(a)(4); SFAR 106.3(a)(5); SFAR 106.3(a)(6); SFAR 106.3(b)(1); SFAR 106.3(b)(2); SFAR 106.3(b)(3)(i); SFAR 106.3(b)(3)(ii); SFAR 106.3(b)(3)(iii); SFAR 106.3(b)(4); SFAR 106.3(b)(5); SFAR 106.3(b)(6) Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.17	<p>Do procedures prohibit the operation of an airplane unless there is available during takeoff, en route flight, and landing an approved seat or berth with an approved safety belt for separate use by each person except as provided by 14 CFR part 121.311(b)?</p> <p>Note(s): <i>Two persons occupying a berth, multiple lounge or divan may share one approved safety belt during enroute flight only.</i></p> <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.311(a)(2) Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.18	<p>Do procedures ensure that, except as provided in 14 CFR part 121.311(b), each person onboard occupies an approved seat or berth with a separate safety belt properly secured about him/her during movement on the surface, takeoff, and landing?</p> <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.311(b) Kind Of Question: Flag, Supplemental, Domestic</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> The operator's process informs or instructs personnel that each person on board the airplane who has reached his/her second birthday must have: 1) a separate approved seat or berth; and, 2) an approved safety belt, during movement on the surface, during takeoff, enroute flight, and landing. The exception is that two persons occupying a berth or multiple lounge or divan seat may share one approved safety belt during enroute flight only. (JTI ID: 12) <i>Sources:</i> 121.135(a)(1); 121.311(a)(2); 121.311(b) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.19	<p>Do procedures allow a child to be held by an adult who is occupying an approved seat or berth during taxi, takeoff, and landing, provided the child has not reached his/her second birthday and does not occupy or use any restraining device?</p> <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.311(b)(1) Kind Of Question: Flag, Supplemental, Domestic</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> The operator's process informs or instructs personnel that each person on board the airplane who has reached his/her second birthday must have: 1) a separate approved seat or berth; and, 2) an approved safety belt, during movement on the surface, during takeoff, enroute flight, and landing. The exception is that two persons occupying a berth or multiple lounge or divan seat may share one approved safety belt during 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p>enroute flight only. (JTI ID: 12)</p> <p>Sources: 121.135(a)(1); 121.311(a)(2); 121.311(b)</p>	
1.20	<p>Do procedures allow a child to occupy an approved child restraint system furnished by the operator or by one of the persons described in 14 CFR part 121.311(b)(2)(i), provided that an adult attends to the child during the flight?</p> <p>Note(s): <i>An approved child restraint system must comply with one of the following:</i></p> <ul style="list-style-type: none"> • <i>If manufactured to U.S. standards between January 1, 1981, and February 25, 1985, it must bear the following label, "This child restraint system conforms to all applicable Federal motor vehicle safety standards."</i> • <i>If manufactured to U.S. standards on or after February 26, 1985, it must bear the following two labels:</i> <ul style="list-style-type: none"> ○ <i>"This child restraint system conforms to all applicable Federal motor vehicle safety standards", and</i> ○ <i>"THIS RESTRAINT IS CERTIFIED FOR USE IN MOTOR VEHICLES AND AIRCRAFT" in red lettering.</i> • <i>Seats that do not qualify by the previous two methods must bear a label or markings showing:</i> <ul style="list-style-type: none"> ○ <i>The seat was approved by a foreign government.</i> ○ <i>The seat was manufactured under the standards of the United Nations, or</i> ○ <i>If furnished by the operator, the seat or child restraint device was approved by the FAA through Type Certificate or Supplemental Type Certificate.</i> ○ <i>If furnished by the operator or other qualified individual, the seat or child restraint device was approved by the FAA in accordance with 14 CFR part 21.305(d) or Technical Standard Order C 100b, or a later version.</i> <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.311(b)(2)(i); 121.311(b)(2)(ii) Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.21	<p>Do procedures specify that the following are not approved for use in an aircraft during takeoff, landing, or movement on the surface except as provided in 14 CFR part 121.311(b)(2)(ii)(C)(3), and 14 CFR part 121.311(b)(2)(ii)(C)(4):</p> <ul style="list-style-type: none"> • Booster-type child restraint system, • Vest-type child restraint system, • Harness-type child restraint system, • Lap-held child restraint system? <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.311(b)(2)(ii)(D); 121.311(c)(1) Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.22	<p>Do procedures allow a child to occupy an approved child restraint system provided the:</p> <ul style="list-style-type: none"> • Restraint system is properly secured to an approved forward-facing seat or berth, 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<ul style="list-style-type: none"> • Child is properly secured in the approved restraint system, • Child does not exceed the specified weight limit for the approved restraint system, • Restraint system bears the appropriate label(s)? <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.311(b)(2)(iii); 121.311(b)(2)(iii)(A); 121.311(b)(2)(iii)(B); 121.311(b)(2)(iii)(C) Kind Of Question: Flag, Supplemental, Domestic</p>	
1.23	<p>Do procedures specify that the operator must allow the use of an approved child restraint system furnished by the child's parent, guardian, or attendant provided the provisions of 14 CFR part 121.311(c)(2)(i-iv), are met?</p> <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.311(c)(2)(i); 121.311(c)(2)(ii); 121.311(c)(2)(iii); 121.311(c)(2)(iv) Kind Of Question: Flag, Supplemental, Domestic</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> 1. The operator's process informs or instructs personnel not to prohibit a child from occupying an approved child restraint system furnished by the child's parent, guardian, designated attendant, providing the child holds a ticket in an approved seat or berth, or if such a seat or berth is otherwise made available by the certificate holder for the child's use and the child is accompanied by an adult. (JTI ID: 48) <i>Sources:</i> 121.135(a)(1); 121.311(c)(2); 121.311(c)(2)(i); 121.311(c)(2)(ii) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.24	<p>Do procedures permit the operator to:</p> <ul style="list-style-type: none"> • Provide an approved child restraint system, and • Determine the most appropriate passenger seat location for an approved child restraint system, consistent with safe operating practices? <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.311(c)(3) Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.25	<p>Do procedures prohibit an airplane from taking off or landing unless each passenger seat back is in the upright position, except as provided in 14 CFR part 121.311(e)(1-2)?</p> <p>Note(s): <i>During takeoff and landing, seatbacks may be reclined provided:</i></p> <ul style="list-style-type: none"> • <i>Seatbacks do not obstruct access to emergency exits. and</i> • <i>Seatbacks do not obstruct any passenger's access to the aisle or to any emergency exit when cabin seats are used for cargo or for persons unable to sit erect for medical reasons.</i> <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.311(e) Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

1.26	<p>On an airplane with no flight attendant, do procedures allow the aircraft to takeoff or land as long as the flight crew instructs each passenger to place his/her seat back in the upright position for takeoff and landing?</p> <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.311(e)(3) Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.27	<p>Do procedures require each occupant of a seat equipped with a shoulder harness to secure himself/herself as required by 14 CFR part 121.311(h)?</p> <p>Note(s): <i>A shoulder harness that is not combined with a safety belt may be unfastened if the occupant cannot perform the required duties.</i></p> <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.311(h) Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.28	<p>Do procedures require safety belts and shoulder harness at each unoccupied seat to be secured so as not to interfere with:</p> <ul style="list-style-type: none"> • Crewmembers in the performance of their duties, and • The rapid egress of occupants in an emergency? <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.311(i) Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.29	<p>Do procedures specify that no person may assault, threaten, intimidate, or interfere with a crewmember in the performance of the crewmember's duties onboard an aircraft being operated under 14 CFR part 121?</p> <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.580 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.30	<p>Do procedures include the intent of the guidance contained in FAA Order 8900.1, Volume 14, Chapter 2, Section 1?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p> <p>Related Design JTIs:</p> <ol style="list-style-type: none"> 1. The operator's process informs or instructs personnel: 1) On how they will handle passengers who do not comply with smoking prohibitions; 2) How passengers, who are not complying with the no-smoking rules, are to be approached using non-threatening methods/actions, and without the involvement of other passengers; and, 3) On how non-compliant passengers who refuse to identify themselves will be handled by having the pilot-in-command notify the operator that there is a non-compliant passenger on board who refuses to identify himself/herself, and request that the operator have law enforcement officials meet the flight at the gate. (JTI ID: 96) <p>Sources: FAA Order 8900.1, Volume 14, Chapter 2, Section 1, Paragraph 14-155</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

	<p>2. The operator has procedures to notify the flight crew if a passenger is suspected of smoking in the lavatory, of tampering with the lavatory smoke detector, or if the passenger refuses to extinguish a cigarette. The procedure should provide for identifying information to include: (1) Picture ID, (2) Address, (3) Physical description, (4) Seat number, (5) Boarding location, and (6) Names and addresses of any traveling companions. Operators must obtain the names and addresses of other passengers seated in the vicinity of the smoker as witnesses. (JTI ID: 99)</p> <p><i>Sources:</i> FAA Order 8900.1, Volume 14, Chapter 2, Section 1, Paragraph 14-155</p> <p>3. The operator's process informs or instructs personnel: 1) To report to the FAA in a timely manner non-compliance with the smoking regulations; and, 2) That the PIC and/or flight attendant in charge of the cabin should fill out a report on passenger non-compliance incidents which, if feasible, both of them should sign and this report should be sent to the person designated by the operator to receive such reports and forwarded to the FAA CHDO. (JTI ID: 100)</p> <p><i>Sources:</i> FAA Order 8900.1, Volume 14, Chapter 2, Section 1, Paragraph 14-155</p> <p>4. The operator's process informs or instructs personnel on: 1) How they will handle physically abusive, non-compliant passengers (e.g. passenger becomes physically abusive either toward another passenger or crewmember, or if a passenger has to be physically restrained); and, 2) How when handling abusive passengers, the appropriate information should be obtained and the PIC should notify the operator and request that the appropriate law enforcement officials meet the flight at the gate. (JTI ID: 273)</p> <p><i>Sources:</i> FAA Order 8900.1, Volume 14, Chapter 2, Section 1, Paragraph 14-155</p>	
1.31	<p>Do procedures include the intent of the guidance contained in FAA Order 8900.1, Volume 3, Chapter 23, Section 5?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p> <p><i>Related Design JTIs:</i></p> <p>1. The operator's process has crewmember duties and procedures for the handling of passengers applicable to the specific type of aircraft and operation, including, but not limited to: (1) Infants, Children, and Unaccompanied Minors - Designation of seating locations, designation of additional oxygen masks, infant and child life vest locations, and bassinet seat locations; (2) Passengers Needing Special Assistance - Procedures for the handling of onboard wheelchairs and special aircraft accommodations, such as accessible lavatories and moveable armrests, procedures for the carriage of stretchers and incubators, description of recommended alternate locations for administering medical assistance; (3) Passengers Needing Special Accommodation - Prisoners, VIP's, Deportees, Runaways, Persons traveling without visas, and other designated unescorted individuals. (JTI ID: 329)</p> <p><i>Sources:</i> FAA Order 8900.1, Volume 3, Chapter 23, Section 5, Paragraph 3-1234</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.32	Do procedures include the intent of the guidance contained in FAA Order	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p>8900.1, Volume 3, Chapter 33, Section 6?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> 1. The operator's process informs or instructs personnel to ask the age of any lap-held child. (JTI ID: 11) <i>Sources:</i> FAA Order 8900.1, Volume 3, Chapter 33, Section 6, Paragraph 3-3569 2. The operator's process informs or instructs personnel to ensure: 1) A child restraint system is not located one row forward of, or one row aft of, or in an emergency exit row; and, 2) To ensure that the child restraint system will not be placed in any aircraft aisle seat unless the seat next to the child is occupied by the attendants responsible for the child or other family members (JTI ID: 20) <i>Sources:</i> Reservations are a part of the interface for this item; FAA Order 8900.1, Volume 3, Chapter 33, Section 6, Paragraph 3-3558 3. The operator's process informs or instructs personnel to: 1) Ensure that booster seats (those seats that do not have backs) are not authorized or used in the air carrier's operations; and, 2) How to verify that child restraint systems have a solid back and seat, and contain restraint straps that securely hold a child in the restraint system. (JTI ID: 30) <i>Sources:</i> FAA Order 8900.1, Volume 3, Chapter 33, Section 6, Paragraph 3-3558 4. The operator's process informs or instructs personnel to ensure: 1) That when it supplies a child restraint system, it is free of any obvious defects, functions properly, and the restraint system is properly installed, or how the responsible personnel check with the parent to ensure the approved child restraint system is correctly installed and the child is properly restrained in the child restraint system; and, 2) How it will ensure that child/infant seats are not used in sideward facing passenger seats. (JTI ID: 31) <i>Sources:</i> FAA Order 8900.1, Volume 3, Chapter 33, Section 6, Paragraph 3-3558 5. The operator's process informs or instructs personnel that during an emergency evacuation, the child/infant seat should remain attached to the passenger seat, and only the child should be removed from the aircraft. (JTI ID: 33) <i>Sources:</i> FAA Order 8900.1, Volume 3, Chapter 33, Section 6, Paragraph 3-3558 6. The operator's process informs or instructs personnel that the use of safety belt extensions attached to an adult's seatbelt to restrain a lap child under the age of two during takeoff, landing or movement on the surface is not permitted. (JTI ID: 47) <i>Sources:</i> FAA Order 8900.1, Volume 3, Chapter 33, Section 6, Paragraph 3-3558 7. The operator's process informs or instructs personnel, related to child restraint devices, that a flight attendant must check with the child's parent to ensure that the car seat is: 1) Approved; 2) The right size and weight; 3) Properly restrained; and, 4) Installed in a forward-facing passenger seat. (JTI ID: 337) <i>Sources:</i> FAA Order 8900.1, Volume 3, Chapter 33, Section 6, Paragraph 3-3558 	<input type="checkbox"/> Not Applicable
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	<p>8. The operator's process informs or instructs personnel, that flight attendants should be aware of the following items pertaining to child restraint systems: 1) The child restraint system should have a solid back and seat; 2) The child restraint system should have restraint straps installed; 3) The child restraint system should have labels stating approved for aviation use; and 4) The child restraint system should have instructions on the label for its use. (JTI ID: 338)</p> <p><i>Sources:</i> FAA Order 8900.1, Volume 3, Chapter 33, Section 6, Paragraph 3-3558</p>	
1.33	<p>Do procedures include the intent of the guidance contained in FAA Order 8900.1, Volume 3, Chapter 33, Section 4, Paragraph 3-3514?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> 1. The operator's process informs or instructs personnel that supernumerary personnel are to be seated during take-off, landing, and movement on the surface. (JTI ID: 339) <i>Sources:</i> FAA Order 8900.1, Volume 3, Chapter 33, Section 4, Paragraph 3-3514 2. The operator's process informs or instructs personnel that supernumerary personnel must comply with the seat belt requirements of 121.317. (JTI ID: 340) <i>Sources:</i> FAA Order 8900.1, Volume 3, Chapter 33, Section 4, Paragraph 3-3514. 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.34	<p>Do procedures include the intent of the guidance for management of passengers during ground operations without cabin ventilation contained in AC 121-35?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.35	<p>Do procedures specify proper responses to passengers who may be experiencing an allergic reaction as contained in AC 121-36?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.36	<p>Do procedures include the intent of the guidance contained in AC 91-62A and AC 120-87A?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> 1. The operator's process informs or instructs personnel that if a child restraint system is provided, the child should be secured in the child restraint system any time the seatbelt sign is lighted and when instructed by crewmembers to fasten seatbelts. (JTI ID: 24) <i>Sources:</i> AC 91-62A; 8.c. 2. The operator's process informs or instructs personnel: 1) That a window passenger seat is the preferred location for a child restraint system; 2) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

	<p>How, on wide-bodied aircraft, child restraint systems are to be placed in a non-aisle seat, in a middle row of a double-aisle seat grouping; 3) That, when practical, one child restraint system per row segment is preferable, more than one child restraint system is allowed if the children are from the same family or traveling group; and, 4) To ensure that the child restraint system will not block access ways and passageways to emergency exits. (JTI ID: 25)</p> <p><i>Sources:</i> Reservations are a part of the interface for this item; AC 91-62A 8.a.(1), (2), (3) and (4)</p> <p>3. The operator's process informs or instructs personnel that Aviation Child Safety Devices (ACSD) can be defined by the TC, STC, TSO, and the 14 CFR Part 21.305(d) approval processes that address the differences in CRS design and performance. (JTI ID: 341)</p> <p><i>Sources:</i> AC 120-87A, 7, 8</p>	
1.37	<p>Does the manual contain policies and procedures that include the duties and responsibilities for personnel involved with this element?</p> <p>Note(s): <i>This includes personnel, in addition to those required by 14 CFR part 119, who have authority and responsibility for processes covered by this element.</i></p> <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.135(b)(2) Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.38	<p>Does the manual refer to the appropriate sections of 14 CFR, and are the procedures consistent with the appropriate 14 CFR references or Operating Certificate concerning this element?</p> <p>Note(s): <i>Procedures for Flag and Supplemental operations must be consistent with applicable foreign regulations as well.</i></p> <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.135(a)(4); 121.135(b)(3) Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.39	<p>Does the manual contain general policies that require compliance with the SRRs?</p> <p>Updated: Rev # 3 on 09/15/2009 SRRs: 121.135(b)(1) Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI SECTION 1 - PROCEDURES ATTRIBUTE

Drop-Down Menu

1.	No policy, procedures, instructions, or information specified.
2.	Procedures or instructions and information do not identify who, what, when, where, how.
3.	Policy, procedures, or instructions and information do not comply with CFR.
4.	Policy, procedures, or instructions and information do not comply with FAA policy and guidance.
5.	Policy, procedures, or instructions and information do not comply with other documentation (e.g., manufacturer's data, Jeppesen Charts, etc.).
6.	Policy, procedures, or instructions and information unclear or incomplete.
7.	Documentation quality (e.g., unreadable or illegible).

8.	Policy, procedures, or instructions and information inconsistent across certificate holder manuals (FOM - Flight Operations Manual to GMM - General Maintenance Manual, etc.).
9.	Policy, procedures, or instructions and information inconsistent across media (e.g., paper, microfiche, electronic).
10.	Resource requirements incomplete (personnel, facilities, equipment, technical data).
11.	Other.

SAI SECTION 2 - CONTROLS ATTRIBUTE**Objective:**

The questions in this section of the SAI will help determine if controls (i.e. checks and restraints) are designed into the processes associated with this element to ensure policies and procedures are followed to achieve desired results.

Tasks

The Inspector shall accomplish the following tasks:

- 1 Review the policies, procedures, instructions, and information to understand the controls associated with this element.

Questions

2.1	Are controls in place to ensure that no persons are boarded who appear to be intoxicated? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.2	Are controls in place to ensure that all persons with disabilities are boarded and provided transportation in accordance with the operator's procedures? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.3	Are controls in place to ensure that passenger disturbances are handled and reported in accordance with the operator's procedures? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.4	Are controls in place to ensure that approved child restraint systems are boarded and handled in accordance with the operator's procedures? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.5	Are controls in place to ensure that all applicable requirements regarding the use of seatbelts and seatbelt/shoulder harnesses and passenger seatbacks are met? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.6	Are controls in place to ensure that all applicable requirements regarding prohibition of smoking are observed? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.7	Are controls in place to ensure that passenger information signs and required informational placards are present and are used in accordance with the operator's design?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

	Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	
2.8	Are controls in place to ensure that restricted persons (such as armed individuals, prisoners, escorts, and intoxicated passengers) are not served alcohol? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.9	If applicable, are controls in place to ensure that flight attendants monitor passenger compliance with regulations throughout the flight? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.10	Are controls in place to ensure all persons are prohibited from drinking an alcoholic beverage onboard an aircraft unless the operator has served that beverage to him/her? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.11	If applicable, are controls in place to ensure that all applicable requirements regarding the use of medical oxygen equipment are met? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.12	If applicable, are controls in place to ensure that all applicable requirements regarding the use of portable oxygen concentrators are met? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

SAI SECTION 2 - CONTROLS ATTRIBUTE**Drop-Down Menu**

1.	No controls specified.
2.	Documentation for the controls do not identify who, what, when, where, how.
3.	Controls incomplete.
4.	Controls could be circumvented.
5.	Controls could be unenforceable.
6.	Resource requirements incomplete (personnel, facilities, equipment, technical data).
7.	Other.

SAI SECTION 3 - PROCESS MEASUREMENT ATTRIBUTE

Objective:

Process measurements ensure the operator uses an internal evaluation function to detect, identify, and eliminate or control hazards and the associated risk. For airworthiness elements this is a required function of operator's Continuing Analysis and Surveillance System (CASS), required by 14 CFR part 121.373. The director of safety and the quality assurance department often work together to accomplish this function for the operator. Negative findings could require amendments to the safety/internal evaluation program or CASS audit forms or checklists.

Tasks

	The inspector shall accomplish the following tasks:
1	Review the control questions in Section 2 of this SAI.
2	Review the operator's policies, procedures, instructions, and information to gain an understanding of the process measurements accomplished for this element.

Questions

3.1	<p>Are there process measurements that evaluate whether the operator's policies, procedures, and controls are achieving the desired results?</p> <p>Note(s): <i>Inspectors should refer to the controls in section 2 of this SAI for possible process measurements for this element.</i></p> <p><i>Persons engaged in this process should have a method for identifying undesired results.</i></p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.2	<p>Do the operator's process measurements assess the performance of the processes associated with this element?</p> <p>Note(s): <i>Verify audits exist to measure this elements performance.</i></p> <p><i>Verify audits are scheduled for this element.</i></p> <p><i>Verify audits ensure everyone, including all outsource providers; comply with the operator's program, manual and all applicable regulations and statutes.</i></p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.3	<p>Does the operator's program require the documentation of process measurement results?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.4	<p>Does the operator's program describe how the process measurement results are used to improve the ability to achieve the desired results?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	
3.5	Does the organization that conducts the process measurements have direct access to the person with responsibility for this element? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI SECTION 3 - PROCESS MEASUREMENT ATTRIBUTE Drop-Down Menu	
1.	No process measurements specified.
2.	Documentation for the process measurements does not identify (who, what, when, where, how).
3.	Inability to identify negative findings.
4.	No provisions for implementing corrective actions.
5.	Ineffective follow-up to determine effectiveness of corrective actions.
6.	Resources requirements (personnel, facilities, equipment, technical data).
7.	Other.

SAI SECTION 4 - INTERFACES ATTRIBUTE	
Objective: Data collected in this section helps determine if the operator manages the interfaces (i.e. interactions) associated with this element. Interfaces occur in a procedure where the responsibility for accomplishing work is transferred from one person, work group, or organization to another. Procedures must be detailed enough to ensure the smooth transfer of work and information.	
Tasks	
	The inspector shall accomplish the following tasks:
1	Review interfaces associated with the processes for this element.

Questions		
4.1	Where interfaces exist in this element, are the procedures written in enough detail to preclude a breakdown or discontinuity in the activity? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI SECTION 4 - INTERFACES ATTRIBUTE Drop-Down Menu	
1.	No interfaces specified.
2.	The following interfaces not identified within the certificate holder's manual system:
3.	Interfaces listed are inaccurate.
4.	Specific location of interfaces not identified within the manual system.
5.	Other

SAI SECTION 5 - MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTE	
Objective: Data from questions in this section will help the determine if there is an identifiable, qualified (when required by CFR), and knowledgeable person who is: <ul style="list-style-type: none"> • Responsible for the process, • Answerable for the quality of the process, and • Has the authority to establish and modify the process. 	
Tasks	
	The inspector shall accomplish the following tasks:
1	Identify the person(s) who has overall responsibility for this element.
2	Identify the person(s) who has the authority to revise the procedures associated with this element.
3	Review the duties and responsibilities of the above person(s).
4	Review the appropriate organizational chart.

Questions		
5.1	Is an individual(s) identified who is responsible for the quality of the procedures associated with this element? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.2	Is an individual(s) identified who has the authority to establish and modify the policies, procedures, instructions, and information associated with this element? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.3	Are duties and responsibilities documented for those who manage the procedures associated with this element? Updated: Rev # 3 on 09/15/2009 SRRs: 121.135(b)(2) Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.4	Does the operator document the procedures for delegation of authority for this element? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI SECTION 5 - MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTE Drop-Down Menu	
1.	Not documented.
2.	Documentation unclear.

3.	Documentation incomplete.
4.	Other.